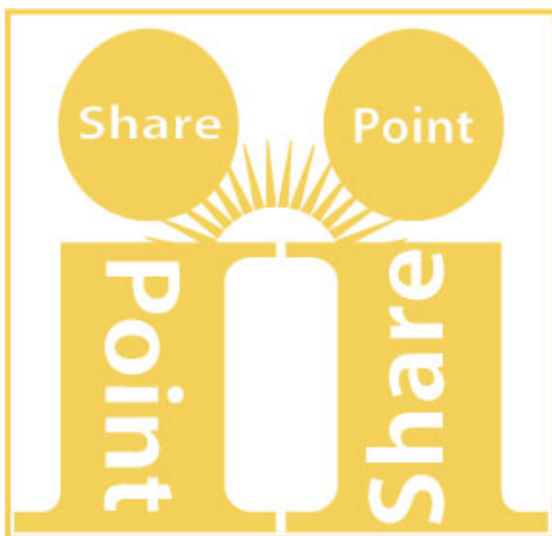**Summer 2007** [Number 238]

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http://www.nih.gov is one of the most frequently visited federal government Web sites.

	March	April	May
Total hits for the month	74,344,017	61,338,521	62,501291
Hits per day	2,398,194	2,044,617	2,016,170
Different individuals per month	2,800,212	2,624,878	2,625,450

The server has been up 100% of the time* during May.
* Server uptime is independent of network accessibility.

Introducing CIT's SharePoint Service

Does your team need a central location for easy and effective collaboration? SharePoint is a Web service that provides an organized hierarchy for information sharing and document collaboration, allowing for easy and efficient team collaboration on common projects including documents, tasks, events, and meetings.

The Center for Information Technology (CIT) is pleased to announce that SharePoint services will be offered in the 4th quarter FY2007. This CIT collaboration service offering is designed to provide agile provisioning of team sites for information sharing and team productivity, using Microsoft Windows SharePoint Services (WSS).

SharePoint services collaboration

SharePoint sites offer collaboration space that makes sharing ideas and contributing content easier for teams. Teams can utilize the meeting workspace, which includes a place to store agendas and minutes, objectives, attendees' contact information, and other meeting related documents. Additionally, SharePoint sites offer the following collaboration benefits for document management: document check-in and check-out, version control, and content approval.

- Check-in and check-out: Provides users with exclusive rights to a document. When a document is checked out, only the user can make changes and save the document. This allows multiple users to collaborate on the document without overlap in work.
- Version control: This helps users track changes, merge versions, and rollback versions if necessary.
- Content approval: Content approval can be configured so that users are required to obtain approval on content before posting documents.

SharePoint services usability

In order to make setting up your SharePoint site easier, CIT has created custom NIH templates with a standard NIH header and footer so that customers can choose which template best fits their needs. The template options are tailored for team sites, document sites, meeting sites, content sites, and discussion sites.

The latest SharePoint version also offers additional compatibility for users. Microsoft Office SharePoint Server 2007 is compatible with multiple browsers, and is compatible and integrated with Microsoft Office 2003 for Windows, as well as being compatible with Microsoft Office 2004 for Macintosh.

SharePoint integration with Microsoft Office provides additional customer convenience and ease of use. SharePoint features are accessed through a browser and through Office programs that users are already

familiar with, making it a very easy product to use. The additional benefits from the integration include: Microsoft Outlook integration, Document Workspaces, Task Panes, and InfoPath workflow integration.

- Microsoft Outlook: Users can create meeting workspaces directly from Microsoft Outlook. Alerts can notify users, by email, when information on SharePoint changes.
- Document Workspaces: Users can create document workspaces directly from Microsoft Word.
- Task Panes: Users can access Task Lists, Link and Contact Lists through Office 2003 task panes.
- InfoPath: SharePoint Services are integrated with Microsoft Office InfoPath 2007. InfoPath 2007 allows users to design and publish interactive, user-friendly form templates.

SharePoint services security

To customize and increase security, Site Administrators can assign levels of permissions to users that define their level of access to a SharePoint site. The user groups can be assigned to the following roles or users can create custom roles if these roles are not sufficient.

- **Reader**: A Reader has read-only access to the site.
- **Contributor**: A Contributor can add content to the existing document libraries and lists.
- **Web Designer**: A Web Designer can create the libraries and lists, as well as customize pages in the site.
- **Administrator**: The Site Administrator has full control over the SharePoint site.

SharePoint security is hierarchical, distributed, and granular:
- Hierarchical: Security is hierarchical in that permission can be granted at a root site and inherited several levels down if desired.
- Distributed: Site Administrators can create cross-site groups so users can have access to multiple sites.
- Granular: Users can be given permission to specific documents, or entire site collections.

SharePoint is integrated with Active Directory and NIH Login, allowing the use of the same account that is used to access other NIH resources. Finally, access to SharePoint sites can be granted to external collaborators if the Site Administrator chooses to do so.

CIT's Windows SharePoint standard offering

CIT's SharePoint Service will be offered in the 4th quarter of this fiscal year. Customer SharePoint site collections will be established within the new Microsoft Office SharePoint Server 2007 environment.

CIT has built a fully redundant, resilient, and well designed environment for the production offering. This includes F5 Load balancing and automatic failover, 24x7 site monitoring SQL 2005 database replication, as well as document level backup and restore, and options for managing site growth.

Each customer must designate a Site Administrator who will be given administrative access to their project's site. As part of the offering, CIT will provide the Site Administrator with information and training on how to oversee the SharePoint site. CIT will conduct training sessions twice yearly to ensure Site Administrators have a solid background in both the SharePoint product and their site responsibilities.

How to get more information

If you are interested in SharePoint services, please contact the NIH Help Desk (http://ithelpdesk.nih.gov) either by phone at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY) or by email at ITHelpDesk@nih.gov.

Introducing CIT's Windows Virtual Server Service

The Center for Information Technology (CIT) is pleased to announce its new Windows virtual hosting service using VMWare software.

What is server virtualization?

Server virtualization allows multiple operating system instances to pull resources from a pool of physical servers, providing access to the memory and processors of that pool of servers. Each operating system runs in isolation, side-by-side on the same physical machine. VMWare acts as the middle man between the virtual server's operating system and the hardware, allowing the customer to receive a service similar to a dedicated server, even though multiple "virtual systems" are running on the same server.

Virtualization: a lower cost solution

Virtualization maximizes the efficient use of pooled resources, resulting in a lower cost solution over standard dedicated servers.

How virtualization can lower costs:
- Virtualization decreases the number of administered physical servers, and so reduces overall power and cooling requirements.
- Operational savings result in a lower charge for CIT customers. Virtual server customers pay about 30 percent less than customers with physical servers.
- Virtualized systems are highly robust with built-in redundancy. Customer configurations that required multiple servers and load balancers for failover support can leverage the built-in redundancy of the virtualized environment to significantly lower their hardware requirements and costs.

Why should I choose virtualization?

Along with the cost savings mentioned above, virtualization offers additional operational benefits and provides a high quality production environment.

Operational Benefits

Faster and More Flexible Provisioning: Virtualization expedites most steps of the server provisioning process. The flexibility makes implementing additional servers in the server pool easier.
- Virtual servers can be rapidly deployed through the use of preconfigured master images.
- System and application disk drives can be configured to more precisely meet customer needs since both will reside on the Storage Area Network (SAN).
- Standard "virtualized" hardware is presented to the application – guaranteeing compatibility.
- Ease and speed of implementation of additional "virtual" servers provides options to customers considering test and development configurations.

Decreased Downtime: Virtualization allows servers to remain accessible during maintenance or server failure.
- During scheduled maintenance, such as hardware replacements, firmware upgrades, and network changes, virtual machines can be non-disruptively moved to other servers, thereby allowing maintenance without downtime.
- In the event of a physical server failure, virtual machines automatically failover to other remaining servers in the pool. This failover with redundancy allows the customer's virtual server to remain accessible.
- The technology provides additional options for future disaster recovery and business continuity solutions.

Higher Capacity Utilization: Virtualization provides customers the ability to easily increase capacity. Shared CPU and memory resources can be increased or decreased among virtual machines to allow for peak or sudden workloads.

- Virtual machines can be moved from one physical server to another for workload distribution and improved performance.
- Capacity can be increased and additional hardware can be added into the server pool without impacting the existing customers' virtual machines.

A High Quality Production Environment

<u>Secure and Robust Systems:</u> Virtualization maximizes uptime of business critical systems and offers effective business continuity.
- Virtualized machines run in an environment completely isolated from the host machine and other virtual machines.
- The customer's virtual system is a fully configured isolated virtual machine with its own set of virtual hardware. If a virtual machine crashes, all others are unaffected.
- Data does not leak across virtual machines, and applications can only communicate over configured network connections.

<u>CIT's standard hosting service:</u> Customers using virtualization receive the same premium service that CIT offers its customers with physical servers.
- Virtualization provides the customer with a reliable service identical to a dedicated server, without the complexity of shared servers.
- Other standard services include:
    1. Full technical support including full server support, 24 x 7 system monitoring and problem resolution.
    2. Software upgrades, hardware maintenance, and backup and recovery services
    3. Comprehensive change management.
    4. Security validated by a yearly SAS70 audit.
    5. Options for firewall and intrusion detection services, and a disaster recovery program available for your critical applications.

CIT's Windows virtualization standard server offering

The standard server offering includes 2 GB of memory and 50 GB of storage. In addition to the basic offering listed above, CIT can customize the virtual server to meet the customers' requirements. Because virtual servers run on a pool of servers, the customer has access to more memory on request (up to 4 GB) with Windows 2003 Standard, and more storage (up to 500 GB). The CIT hosting staff provides the same operating system support, patching, security, backup, and monitoring as it does for the dedicated hardware solution. The initial offering does not include support for virtual servers that must reside behind application firewalls or load balancers, but we plan to include that support in the future.

The virtualized Windows environment resides on a pool of servers running under VMWare ESX software. The initial pool configuration consists of 4 servers, each with 4 dual core 3.6 GHz processors and 32 GB of memory, connected to a 10 TB SAN that can be expanded to 35 TB.

How to get more information

If you are interested in the Virtual Server services, please contact the NIH Help Desk (http://ithelpdesk.nih.gov) either by phone at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY) or by email at ITHelpDesk@nih.gov.

New IBM z9 Business Class (BC) Mainframe at CIT Offers Immediate Benefits to NIH

On November 19, 2006, CIT upgraded its z/OS mainframe system by replacing two of IBM's older 9672-RB6 processors with a new state-of-the-art IBM z9 Business Class (BC) model 2096-M03 processor. This upgrade offers immediate benefits to existing applications as well as any new or changed applications for years to come.

What's new?

CIT has consolidated its z/OS production and test systems onto a single powerful z9 processor complex to make more efficient use of our total system capacity, and at the same time give additional processing power and memory to individual workloads which may have been constrained by our previous two processor configuration.

The following is a list of some of the major enhancements that are provided by the z9 processor:

Capacity
- 64bit addressing
- 8GB of internal RAM, up from 2GB on each IBM 9672 Processor
- Up to 30 Logical Partitions (if needed)
- The ability to select between 53 different capacity levels and numbers of processors with only a non-disruptive microcode change provides a great deal of flexibility.

Connectivity
- In addition to our current 17 Megabytes/Sec ESCON channels, our new processor supports IBM's latest FICON Express4 channels with a 4 Gigabyte/Sec data rate
- Much greater flexibility in the number and type of I/O, coupling, and cryptographic connectivity

Networking
- Hipersockets (Virtual LAN communication between z/OS images at memory speeds)
- Gigabit Ethernet and the capability for up to 10 Gigabit Ethernet if needed
- IPv6 Ready
- Internal VLAN capabilities

Security
- EAL5 Security Certified
- Supports AES, PRNG, SHA-256 encryption protocols
- Four dedicated Cryptographic processors/accelerators
- Certified to the latest FIPS 140 levels

Environmental Factors
- The z9 uses only half the power and produces only half the heat of previous processors
- It takes up only one quarter the floor space
- It has features that will eventually allow us to eliminate external timers, console controllers, and channel switches

Reliability/Scalability
- Spare Processors, Channels, Memory, Power
- Concurrent MicroCode updates, feature additions, and capacity increases

In addition to these new functions and capabilities, we also are positioned to take advantage of the latest features and capabilities introduced in z/OS now and in the future. For those users that are looking for a stable environment for running their existing applications, the new processor allows for uninterrupted operation without disruptive hardware upgrades for years to come. Whether you are looking for stability or innovation and performance, our new z9 will be a great benefit both now and into the future.

Need more information?

If you are interested in moving an application to the mainframe or would like more information, please contact the NIH Help Desk (http://ithelpdesk.nih.gov) either by phone at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY) or by email at ITHelpDesk@nih.gov.

CIT.NIH.GOV Has a New Look and Totally New Feel...

The Center for Information Technology (CIT) debuted its new Web site on July 20, 2007. CIT's first Web site was deployed in 1998 and subsequently won a WebBusiness 50/50 Award in 1999. However, over time the site became outdated. Created with its customers in mind, the new CIT Web site has a fresh look and feel that offers a streamlined access point to information for all of the divisions within CIT.

CIT Web site goals

After surveying its customers CIT determined that the new Web site should:

- be customer focused;
- require 3 or less clicks to access desired information;
- adhere to new Federal guidelines;
- have intuitive navigation; and
- have a consistent look and feel.

Design process

CIT used Microsoft's Content Management System (CMS) to create and manage the new Web site. An iterative design process was adopted to allow CIT to add functionality and features. Two additional

phases are planned for the upcoming year which will incorporate information on standalone servers and applications.

The design team included Webmasters from each division within CIT who worked together to build, launch, and promote the new Web site. CMS allows each division to maintain their individual content while ensuring the look and feel remains consistent.

The design team evaluated peer Web sites, choosing the top five that met its design goals, and used them as yardsticks for evaluating CIT's new design. These Web sites included http://clinicalcenter.nih.gov, http://www.nidcr.nih.gov, http://www.cancer.gov, http://www.firstgov.gov, and http://www.ed.gov.

After the design team members migrated content to the new Web site design, usability testing was performed by customers from eight ICs. The Web site was then presented to, and approved by, the CIT management and the IT Management Committee (ITMC).

Please feel free to visit the new site at http://cit.nih.gov. Comments and suggestions are always welcome. Contact Susan Chaffee at 301-594-9501 or email the CIT Communications Office (citcommoffice@mail.nih.gov).

What is nVision?

nVision is a Web-enabled reporting application that offers industry-leading, business intelligence technologies to meet the information needs of NIH. Over time, nVision will replace many of the current NIH Data Warehouse (DW) business areas and other legacy reporting systems. The long-term goal for nVision is to integrate data from numerous NIH enterprise systems to eventually become a broad-based tool allowing NIH decision-makers (managers and staff) easy access to valuable information for analysis and decision support.

nVision and NBS

The NIH Business System (NBS), a transaction system (data entry/processing) supporting NIH business activities, uses nVision as its reporting system. NBS has supplanted many of the functions of the Administrative Database (ADB). As each NBS business area is rolled out, nVision deploys a corresponding reporting system. nVision provides the NIH community with the tools to perform detailed analysis of NBS data through powerful reporting capabilities.

nVision business areas

The following new nVision business areas were deployed in 2007:

- **Acquisitions & Contracts** – nVision is used to track receiving, invoicing, and payments; monitor contract closeout and reconcile accounts; analyze acquisition activity by transaction type across an IC; monitor workload; evaluate contract cost in support of budget formulation; improve acquisition cycle time; and ensure receive information is entered for all deliveries.

- **Supply and Replenishment** - nVision is used to improve stock replenishment acquisition cycle time, monitor stock items due for delivery to the warehouse, identify stock items overdue from the vendor, support Office of Financial Management (OFM) audits, and monitor sales at the Self Service stores.

- **Property** – nVision is used to track and monitor undecaled property; research decal numbers; track property trade-in; manage the disposal of assets; and monitor loans and passes.

How will nVision make your job easier?

- **Access via the Internet** - nVision is a Web-based system and is accessible from any PC that has Web access and a Web browser. If your computer has Internet access, you don't have to install any software to use nVision.

- **Connect using your NIH Login ID** - The NIH Login ID also permits access to a variety of information and systems available on the NIH Portal. Once you are successfully logged in to the NIH Portal at http://my.nih.gov, all NBS and nVision systems that you are registered for are available for use. No additional login is required.

- **Export nVision data in a variety of formats** - nVision data can be saved in a variety of formats to be used with other applications such as Microsoft Excel and Adobe Acrobat Reader.

- **Collect reports in a "Favorites" folder** - nVision allows you to collect the reports that you choose and place them in a separate "Favorites" folder. Now your report links can be located quickly and easily.
- **Find reports using search tool** - nVision offers a search feature that finds reports by title, folder name or individual field name. This is a valuable tool for finding the right reports that meet your information needs.

- **View information details directly from summary reports** - nVision reports take advantage of enhanced reporting capabilities such as links that display detail information within summary reports.

nVision reporting capabilities will include:

- **nVision Standard Reports** – Pre-built static reports that are quickly generated and used as designed.

- **nVision Modifiable Reports** – Pre-built template reports that can be modified "on-the-fly" by the user.

- **nVision Ad-Hoc Reports** – Start from scratch reporting. Collections of data will be made available to users to create their own reports.

How do you register for access to nVision?

Registration is now open for the recently released nVision Supply and Replenishment, nVision Property, and nVision Acquisitions and Contracts. An online registration form and instructions are located on the nVision Community on the NIH Portal. If you are currently a registered user for DW Procurements or DW Property, after confirmation from your Executive Officer, you will automatically be given the same type of access to nVision. Otherwise, you will need to complete the nVision registration process.

Where can you get information about nVision training?

Training for these three business areas is now available. The training schedule for instructor-led, hands-on training and the course registration are located on the CIT Training Web site at http://training.cit.nih.gov.

How was nVision developed?

The nVision Team worked in close collaboration with the NIH community during every phase of our development process. Over 150 community representatives participated in 51 working sessions to help build nVision.

The goal was to produce a set of "Go-Live" reports that satisfy NIH-wide, business imperative reporting needs for the first release of each of the nVision business areas. The nVision Team expects to conduct a new requirements campaign and receive change requests on an ongoing basis.

Where can you find the latest information about nVision and NBS?

You can keep current with nVision and NBS developments, including registration, training, and general information, by visiting the NIH Portal at http://my.nih.gov and selecting one of the following communities:

- nVision
- NBS Training & Communications

In addition, you can send email to nVision Support at nVisionSupport@mail.nih.gov.

Enterprise Application Integration Initiative Launched

On March 19, 2007, the NIH Integration Service Center (ISC) announced the initial deployment of a hardware, software, and governance infrastructure that will support the Service Oriented Architecture (SOA) technologies at the NIH. This deployment is the first of a multi-phased Enterprise Application Integration (EAI) initiative that will lead to reduced technology costs and better manageability for the NIH. The long-range goal of EAI is to address NIH integration issues through defined methodologies and policies.

What is the integration environment?

The ISC is responsible for the installation and maintenance of the NIH secure integration environment, which includes the TIBCO and Transaction Minder hardware and software environment. This integration environment allows application developers at NIH Institutes and Centers (ICs) to use shared enterprise services. Currently, there are 10 applications using the infrastructure Web services and several more in the planning stages. Members of the ISC have developed nearly all Web services currently available, but the second phase of the Enterprise Application Integration (EAI) initiative includes training NIH application developers on the TIBCO development software.

The second phase

As the second phase begins, the ISC will focus on SOA governance at the NIH. It will maintain and oversee a common catalog of sharable services, as well as a metadata repository for the NIH data schemas within these services. This will enable developers to use shared services and develop new services as well. The Integration Oversight Committee (IOC) will oversee SOA at NIH, and review the ISC progress on a monthly basis. The IOC members will also provide insight into IC's interface requirements to NIH enterprise applications. The IOC is composed of the NIH CIO, NIH Chief IT Architect, members of the ISC and representatives from the NIH ICs.

Where to find more information

For more information on the ISC, visit the ISC Web site (http://isc.nih.gov). This Web site describes the ISC in more detail and contains a link to the current infrastructure services. These infrastructure Web services include: extraction of NED data, extraction of changes to NED records and extraction of NIH Security Training data. The service catalog, accessible from the ISC homepage, describes all the available services.

Microsoft Windows Support under the iSDP

CIT, which operates the Information Systems Designated Procurement program (iSDP) (http://isdp.cit.nih.gov) to acquire and deliver brand-name software, hardware, and services to HHS and NIH personnel, has received several questions regarding Microsoft Windows support, and the newest operating system, Windows Vista, such as *"When will Windows Vista be available?"* and *"Am I paying twice for my operating system (OS)?"* The article below was written to address these and other Windows Support questions that you may have.

Note: For Apple users, Interface 237 included an article on "Apple Support under the iSDP" that also addressed running Microsoft Vista on Apple computers (see http://datacenter.cit.nih.gov/interface/interface237/iSDP.html).

Some Windows operating system (OS) basics

Q: I just bought a computer to use at work, and it already has Windows installed. It will be enrolled in the iSDP, but I don't want to pay twice for the operating system.
A: When your Institute or Center (IC) buys a Windows computer, it comes with a copy of Windows installed, which includes the license to use that copy. Enrolling in the iSDP provides software maintenance for your Windows operating system. Maintenance is defined as the right to keep the software current by getting regular upgrades, so it's not the same thing as the Windows license itself. Another benefit of the iSDP enrollment is that you don't need to buy Office or antivirus software separately, as these licenses are included in the iSDP license and maintenance agreement.

Q: What version of Windows should I buy when I buy a new computer?
A: The first thing you should do is check with your local desktop support team. Each IC handles their own desktop support slightly differently, and there may be standards that your support would like you to adhere to.

If your IC is ready to move to the new Microsoft Vista operating system, then buy your new computer with Windows Vista Business. You'll then want your desktop support staff to upgrade the machine to run Windows Vista Enterprise, which is downloadable from the iSDP. The Enterprise version is only available through enterprise volume license agreements with Microsoft. Windows Vista Home Basic and Windows Vista Home Premium should never be installed on NIH computers because they cannot properly authenticate with NIH servers, and they cannot be upgraded to Windows Vista Enterprise.

Windows Vista activation

Q: What is activation – is this something new?
A: Activation is a test to certify that a particular installation of software is genuine. You may be familiar with activation on your home computer, which probably required you to contact Microsoft to prove that your home version of Windows was legitimate software. Under all previous enterprise license agreements, Microsoft has never required activation from users at NIH, however this has changed with Windows Vista. Each installed copy of Windows Vista must be activated or it will cease to operate.

CIT has coordinated with local desktop staff across the ICs and has implemented a means of activation that will not require any effort from the user of the machine being activated. A key management server (KMS) will be used for Vista activation. This server is able to activate Windows Vista clients at NIH without the need to enter a special product key and without the need to contact a server at Microsoft. This is accomplished by activating NIH's KMS server with a special product key.

KMS activation is expected to be the most common method used at NIH. When a Windows Vista client needs to be activated, if it is connected to NIH's network it will locate the NIH KMS server. It will then contact the KMS server and request activation. The process should be transparent to the user.

One critical piece of this new process is that a computer has to reconnect to the KMS server to re-activate every 180 days. Therefore, if there are computers that don't connect to the NIH network for months at a time, or when machines suffer from intermittent connections and long load times for sites and applications, it may be best to manually activate Windows Vista licenses.

The process for manual activation requires a key, called a multiple activation key (MAK), which allows a limited number of machines to be activated manually. Your NIH Institute or Center's (IC) IT support staff should be aware of both of these methods, and can determine which IC machines should be activated by which method.

Licenses vs. Activation

Q: What is the difference between licensing and activation?
A: Licensing and activation are related, but they are not the same. When you acquire a license for software (for example, by purchasing a software license, or by enrolling a machine into the iSDP), you are buying only the right to *run* the software - the software still technically belongs to the manufacturer. Licenses can place limits or restrictions on software and its uses, such as only allowing the software to be installed on one machine. So, what you are paying for is the right, or license, to use the software within the limits set by the manufacturer.

Activation is a way for the manufacturer to verify that the software on a user's computer is properly licensed and not an illegal copy. Not all software requires activation but manufacturers like Microsoft often use activation as an extra process to ensure their products are only being used under valid licenses.

When you activate your licensed copy of the software, you are essentially "turning on" the software, i.e. making the software work.

If you have other questions about Windows Support...

Contact the NIH Help Desk (http://ithelpdesk.nih.gov) at 301-496-4357 (496-HELP) (local), 866-319-4357 (toll free) or 301-496-8294 (TTY) for additional information.

NIH Password Policy Strengthened

As of July 5, 2007, NIH implemented changes to its password policy for all Active Directory (AD) accounts within the NIH Network. The policy applies to all employees and contractors who log in to NIH computers or computers that access the NIH Network remotely.

The current policy changes will help NIH balance the demands of IT security and the free flow of information necessary for NIH research. The overarching goal is always to help facilitate the NIH mission by protecting the confidentiality, integrity, and availability of NIH information.

What has changed

Several characteristics of NIH passwords have been strengthened to ensure better security for all users. Previously, passwords only had to be changed every six months (180 days) but now NIH is phasing in a shortened password age of **90 days**. In addition, password length has been increased to a minimum of **eight** characters, and users now only have six attempts at entering the correct password before being locked out of the login process. Once locked out, users will remain unable to log in again for one hour, up from the previous 15 minutes of lock-out.

Keep in mind that passwords can only be changed once a day and that any new password chosen must differ from your previous 10 passwords. As always, authorized users are responsible for the security of their passwords and accounts. The complete NIH password policy (http://irm.cit.nih.gov/nihsecurity/pwd_policy.doc) and password requirements (http://irm.cit.nih.gov/nihsecurity/pwd_requirements.doc) can be found online.

What to do

- Create a password with at least 8 characters that has a combination of at least 3 of the following—capital letters, lower case letters, numeric characters, or special characters (! @ # $ %^&*()_-+=`~).
- Choose a password that is different from your 10 previous passwords each time you change it and change it every 90 days.
- Contact the Help Desk immediately at 301-496-4357 or http://ithelpdesk.nih.gov if you believe your password may have been compromised.
- Log off or lock your desktop screen when you leave your desk.
- Use a password-protected screensaver and set it to activate if your system is idle for 15 minutes or longer.

What not to do

- Don't use your login name or your first or last name as your password or part of your password.
- Don't share login information and passwords with other users.
- Don't use the same password for NIH accounts as for non-NIH accounts.
- Don't reveal your password to anyone over the phone, e-mail, or in person.

Changing your NIH Password

Briefly, there are two ways to change your main NIH (Active Directory) password:

- While logged into your PC at your NIH workplace, press the keys "ctrl-alt-delete". A small dialog window will appear; click on the button that says "Change Password" and follow the instructions.
- If you know your password and would like to change it but are not at your own PC (or you are not a PC user), go to http://password.nih.gov and select "Change Password"
- NCI users should login to the Web page (http://password.nci.nih.gov) and follow the instructions there to change their password.

- If you know your password you can also register for the Password Self Service at https://iForgotMyPassword.nih.gov (works best with Internet Explorer 6 or higher) - contact the NIH Help Desk if you need assistance. Password Self Service is a service that provides you the ability to reset your password if you have forgotten it; unlock your locked account; and validate your identity during future Help Desk password related calls (see also the related *Interface* article in issue #237, Spring 2007: *Help - I Forgot My Password!*).

Forgotten or compromised passwords

Compromised passwords must be reported to the NIH Help Desk at 301-496-4357. The Help Desk will contact the appropriate NIH Institute or Center (IC). Forgotten NIH passwords may be reset by an authorized administrator or by using a self-service Web site utility like https://iForgotMyPassword.nih.gov

- If you forget your password and are already registered with the Password Self Service, go to https://iForgotMyPassword.NIH.GOV to reset your password.
- NCI users should login to the Web page http://password.nci.nih.gov and follow the instructions there.
- Forgotten NIH passwords may also be reset by an authorized administrator or by calling the Help Desk at: 301-496-4357 (301-496-HELP) (local), 866-319-4357 (toll free), 301-496-8294 (TTY). **Email:** ithelpdesk@nih.gov

Passwords for Parachute and VPN accounts

Parachute and VPN accounts use your main NIH (Active Directory) account. Therefore, the user ID and password for Parachute and VPN are your NIH (Active Directory) user ID and password. For assistance please contact the NIH Help Desk.

Your NIH Login password

The NIH Login is a central utility that authenticates you with your domain username and password. For example, if you use the NIH Login at https://my.nih.gov, you are taken to your account in the NIH Portal. This process will allow you to access NIH Login-enabled applications through the same password without logging in again.

More information

If you need help in resetting your password or if you forget your password, please contact the NIH Help Desk (http://ithelpdesk.nih.gov): 301-496-4357 (301-496-HELP), 866-319-4357 (toll free), 301-496-2924 (TTY), or by email ithelpdesk@nih.gov.

WS_FTP Pro 2007 (Configured for NIH) is Available

NIH users are now able to download the latest client version of WS_FTP Pro 2007 from the CIT's Data Center Web site, http://titan.nih.gov. CIT has purchased licenses from the vendor, Ipswitch, so that Titan users will be able to obtain this client, free of charge, for conducting official government business. Although this version offers a few new features, the main reason for upgrading is that the vendor is dropping support for the previous version.

What is WS_FTP?

WS_FTP Pro 2007 provides a file transfer protocol (FTP) client for Internet-connected computers using the Windows XP platform. This will enable fast transfer of files or collections of files. The user interface has been updated to resemble the Windows XP environment, which should be familiar to most users. The new tabbed interface allows access to multiple FTP servers. In addition, users can now be notified by email when a file transfer occurs.

How to get the new software

WS_FTP Pro 2007 is available to registered Titan users. You will have to enter a Titan system user ID and RACF password before you can download the software. The download is a self-extracting file that creates two files: the installation file and the patch file (updating the program to the latest version).

To download WS_FTP Pro 2007, go to http://titan.nih.gov and click the link, *NIH Connectivity Tools* under the title, Connectivity. Once in, you will find installation and configuration instructions. For security reasons, we recommend that you do not allow WS_FTP Pro 2007 to store your password (i.e. when creating a site profile, do not check the box that says "Save Password").

Important Caveat to Downloading a Text File

Our testing has revealed a bug in this version, which prevents text files downloaded from Titan using the 'cut and paste' or 'drag and drop' method of transfer from being translated from EBCDIC to ASCII. The issue has been reported to the vendor but in the meantime, to properly download a text file, you should do the following:

- Select the ASCII transfer mode
- Click on the file to be downloaded
- Click on the download arrow.

More information and assistance

For information on using WS_FTP, check the updated *Network Access to Titan* publication, available at the CIT Publication Service (http://publications.cit.nih.gov/). If you need help, contact the NIH Help Desk at 301-496-4357, 866-319-4357 (toll free), 301-496-8294 (TTY), or submit a Service Request on the Web (http://ithelpdesk.nih.gov).

Ask the NIH Help Desk

Need to make some changes on your BlackBerry?

- Have you ever wondered how to "reboot" a BlackBerry?
- Is your time zone correct on your BlackBerry?
- Is your BlackBerry prompting you for a password every 2 minutes? Do you want to change that?

If you answered YES to any of these questions… read on…

Q: My BlackBerry is not functioning properly. Perhaps a reboot would help. How do I reboot a BlackBerry?

A: You can reset your BlackBerry two ways:

1. Remove back cover, remove the battery and replace.

or

2. Hold down the alt, cap, and delete key at the same time as shown in the illustration below.

Q: My calendar appointments and email have the wrong time. How do I change the Time Zone on the BlackBerry?

A: Follow the steps below to change the time zone:
1. From the Home screen, click **Options**.
   Note: Depending on the theme running on your device, you may need to click Settings, then Options.

2. From the Options screen, click **Date/Time**.
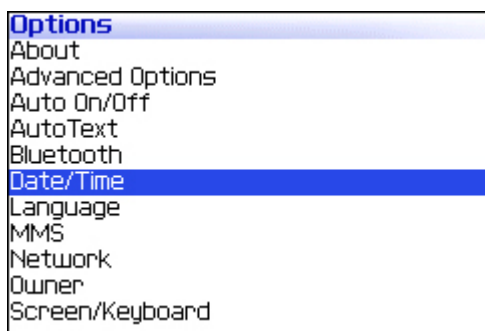
3. With the Time Zone field already selected, click the trackwheel.

4. Select **Change Option**.

5. Using the trackwheel, scroll through the list and select the desired time zone.

The selected time zone will appear in the Time Zone field.

6. Click the trackwheel and select **Save**.

7. Click the trackwheel and select **Close**.

Q: My BlackBerry times out and asks for a password every 2 minutes. Can I change that?

A: The new policy allows for a timeout up to 30 minutes. Follow the directions below for your version of the BlackBerry Operating System.

For OS 4.0 devices:

1. From your main Blackberry screen (where you see icons for your calendar, address book, etc.) go to: **Options** -> Security -> Scroll to Security Timeout

2. With **Security Timeout** selected, Press the **Space** bar to change the timeout value.

3. Click the **back button** (button under your track wheel), and it will prompt you to save your changes. Select save and enter your Blackberry password when prompted.

For OS 4.1 devices:

1. From your main Blackberry screen (where you see icons for your calendar, address book, etc.) go to: ***Settings** -> Options -> Security Options -> General Settings -> Scroll to Security Timeout
*You may not see "**Settings**" depending on which Theme is set up on your Blackberry. If not, continue from "**Options**."

2. With **Security Timeout** selected, press the **Space** bar to change the timeout value.

3. Click the **back button** (button under your track wheel), and it will prompt you to save your changes. Select save and enter your Blackberry password when prompted.

Have more questions?

If you need any assistance, or have additional questions, just submit a service request via our Web site (http://ithelpdesk.nih.gov). For those of you who love to talk to us, give us a call at the NIH Help Desk at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY).

CIT Computer Training 2007 Summer Term is Now in Session!

The CIT Computer Training Program is pleased to announce its new 2007 Summer Term of classes. Classes are free-of-charge and include several new sessions along with many popular returning topics. Sessions range from "Basic PC Skills for NIH," to "Learning Perl Study Group," to "SharePoint Services 2003 – Introduction." Other familiar seminars will cover topics such as Excel, Adobe Acrobat, and MATLAB. Courses will also be available for systems that are NIH specific, such as NIH Enterprise Directory (NED), Remedy, and nVision. You can find a complete list and register at http://training.cit.nih.gov.

Technology Upgrades and Improvements in CIT Classrooms

Our main campus classroom is seeing some exciting changes. Since the NIH has such a diverse computing environment, 15 new MacBook Pros are being deployed so both PC and Mac users can participate in a wide variety of courses and seminars. The new MacBook Pros will run Windows XP and Vista, OS X, and Linux, which will give maximum flexibility in classes. Also, we are changing from a wireless environment to a wired one, which will increase the network speed for classes that require higher bandwidth. Several new LAN drops have been added in the 12A facility so every laptop will have its own connection. Come, take a look, and sign up for one of our free training courses.

Security Courses
In today's world, everyone is concerned with security, both computer and personal. As we strive to provide the NIH community with the means to help them with their concerns, we are providing the courses "Securing Web Applications" and "Identity Theft: What You Need to Know."

Seminars for Scientists
In order to meet the needs of the diverse scientific community here at NIH, we have sessions dealing with Microarray Data, AFNI, SPSS, and more. After a long hiatus, this term marks the return of "FlowJo for Analysis of Flow Cytometric Data."

Grants
Always popular, "Understanding the Grants Process," and QVR (Introduction and Intermediate) sessions explain the workings of the system here at NIH; sessions in ECB Data Administration (Basic and Advanced) and "Categorizing NIH research with the Research, Condition and Disease Categorization (RCDC) System" round out the exciting sessions for grants.

Web Development/Networking
Web development and networking strive to keep NIH connected to the outside world. Whether you use Dreamweaver, SharePoint, or CSS; if you want to know more about the "NIH Network Design,"

"Wireless LAN & VPN Client Training," "Setting up Crawlers using the NIH Portal," or using a LISTSERV mailing list, CIT Training is here to help.

Volunteer Teachers Wanted

We can offer CIT Training classes free of charge to the NIH community because 80 percent of our instructors are volunteers and many are from among the NIH community. We all benefit when practitioners are able to teach their colleagues, and most classes can be tailored as very specific to the NIH environment. In some cases, a person is already training their co-workers, and it can be easy to expand the class NIH-wide.

The CIT Training staff provides classroom setup, duplication of handouts, and support in formulating classes. We're always looking for new topics that would benefit NIH, so if there's anything that you would like to teach, please give us a call at 301-594-6248 x2.

Contact Information

Classes, as always, are available free of charge to NIH staff! While NIH employees get first priority for classes, contractors are welcome to attend when space is available, the class is related to their NIH work, and they have approval from their NIH supervisor.

You can obtain full course information, register for 2007 Summer classes, join our CIT Training Mailing list, and check out your transcript or current application status online at http://training.cit.nih.gov.

If you have any questions about the CIT Training program, you may contact us by phone at 301-594-6248 x2 or email us at CITTraining@mail.nih.gov.

See you in class!

Training Calendar – Summer 2007

July

947	MATLAB Fundamentals and Programming Techniques	7/25
826A	Excel Topics - Formulas	7/25
751A	Adobe Connect (formerly Breeze)	7/25
183D	nVision: Acquisitions and Contracts	7/25
964B	EndNote (PC) Basics	7/26
611	Seeking Information on the Web	7/26
349	Remedy - NIH Central Service Ticket System	7/27
730B	Introduction to the QVR System	7/30
731	ECB Data Administration - Basic	7/31

August

732	ECB Data Administration - Advanced	8/1
720	Securing Web Applications	8/2
708A	ADM/Active Roles	8/7
746	Categorizing NIH Research with the RCDC System	8/8
962A	Reference Manager (PC) Basics	8/8
704	NIH IT Enterprise Architecture 101	8/8
964C	EndNote (PC) Basics	8/8
966	QUOSA Basic	8/8
445	Functional Analysis of Microarray Data Using Gene Set Enrichment Analysis Methods	8/9
752	Adobe Connect (formerly Breeze) - Advanced	8/9
708B	ADM/Active Roles	8/9
951	MATLAB for Scientists	8/13 - 8/15
730C	Introduction to the QVR System	8/14
903	Adobe Acrobat - Introduction	8/15
494	Ingenuity Pathways Analysis 5.0	8/15
382	Wireless LAN & VPN Client Training	8/15
703	The Role of Human Factors in the System Life Cycle	8/22
827	Excel Advanced Topics - PivotTables	8/23
952	Getting Going With the QUOSA Information Manager (PC and Mac)	8/23
953	Full-Text Searching, Batch Querying, Analysis & Team Sharing Using QUOSA	8/23
958	QUOSA Virtual Library - for Lab and Team Sharing, Annotating and Alerting	8/23
800	Basic PC Skills for NIH	8/23
980	NCBI's Entrez Quick Start	8/23

Directories and Reference Information

NIH Computer Center Hardware and Software

[http://datacenter.cit.nih.gov/if.backpage.html]

Computer Services Telephone Directory

[http://datacenter.cit.nih.gov/tel.num.txt.html]

Online Services Directory

[http://datacenter.cit.nih.gov/online.access.txt.html]

Popular Web Sites for NIH Computer Center Users

[http://datacenter.cit.nih.gov/www.dir.html]

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CIT   Center for Information Technology
DCS   Division of Customer Support
DCSS   Division of Computer System Services
DECA   Division of Enterprise and Custom
         Applications
OD   Office of the Director/Chief IT Architect